



BCCNM LEARNING MODULE — RESOURCES

Communications

WITHIN THE STANDARDS OF NURSING PRACTICE



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Communication within the Standards of Nursing Practice Web Module Learning Resources

BCCNM has a web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries — scroll to the bottom of the web page).

RN: https://www.bccnm.ca/RN/OA/annual/pd_plan/Pages/Resources.aspx

NP: https://www.bccnm.ca/NP/OA/annual/pd_plan/Pages/Resources.aspx

MODULE WORKBOOK LINK

<https://www.bccnm.ca/Documents/learning/modules/PBworkbook.pdf>

BC COLLEGE OF NURSES AND MIDWIVES

Website: <https://www.bccnm.ca/Pages/Default.aspx>

HEALTH PROFESSIONS ACT, AVAILABLE FROM:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96183_01

SCOPE OF PRACTICE FOR REGISTERED NURSES: STANDARDS, LIMITS, CONDITIONS.

<https://www.bccnm.ca/RN/ScopePractice/Pages/Default.aspx>

PROFESSIONAL STANDARDS FOR REGISTERED NURSES AND NURSE PRACTITIONERS.

RN: <https://www.bccnm.ca/RN/ProfessionalStandards/Pages/Default.aspx>

NP: <https://www.bccnm.ca/NP/ProfessionalStandards/Pages/Default.aspx>

PRACTICE STANDARD: BOUNDARIES WITH NURSE-CLIENT RELATIONSHIPS.

RN: <https://www.bccnm.ca/RN/PracticeStandards/Pages/boundaries.aspx>

NP: <https://www.bccnm.ca/NP/PracticeStandards/Pages/boundaries.aspx>

PRACTICE STANDARD: DOCUMENTATION

RN: <https://www.bccnm.ca/RN/PracticeStandards/Pages/documentation.aspx>

NP: <https://www.bccnm.ca/NP/PracticeStandards/Pages/documentation.aspx>

PRACTICE STANDARD: PRIVACY AND CONFIDENTIALITY:

RN: <https://www.bccnm.ca/RN/PracticeStandards/pages/privacyconfidentiality.aspx>

NP: <https://www.bccnm.ca/NP/PracticeStandards/pages/privacyconfidentiality.aspx>

PRACTICE SUPPORT GUIDELINES FOR NURSING DOCUMENTATION

RN: <https://www.bccnm.ca/RN/PracticeStandards/Pages/documentation.aspx>

NP: <https://www.bccnm.ca/NP/PracticeStandards/Pages/documentation.aspx>

PEER FEEDBACK: LEARNING FROM EACH OTHER

RN: <https://www.bccnm.ca/RN/OA/annual/feedback/Pages/Default.aspx>

NP: <https://www.bccnm.ca/NP/OA/annual/feedback/Pages/Default.aspx>

WEB MODULE UNDERSTANDING THE SCOPE OF REGISTERED NURSES PRACTICE

https://www.bccnm.ca/Lists/Learning_modules/rnscope/player.html

BCCNM QUALITY ASSURANCE

RN: <https://www.bccnm.ca/RN/OA/Pages/Default.aspx>

NP: <https://www.bccnm.ca/NP/OA/Pages/Default.aspx>

BCCNM PRACTICE AND SUPPORTS:

RN: https://www.bccnm.ca/RN/learning/Pages/practice_support.aspx

NP: https://www.bccnm.ca/RN/learning/Pages/practice_support.aspx

DEFINING COMMUNICATION

Communications in healthcare:

Adler, R.B., Towne, N., & Rolls, J. (2004). Looking out: Looking in. (2nd Canadian ed.). Scarborough, ON: Thomson and Nelson. (3rd Cdn ed. was published in 2006)

Arnold, E. & Boggs, K.U. (2007). Interpersonal relationships: professional communication skills for nurses (5th ed.). St. Louis, MO: Elsevier Saunders.

Northouse, L.L., & Northouse, P.G. (1998). Health communication: strategies for health professionals (3rd ed.). Stanford, CT: Appleton and Lange.

Is effective communication important in nursing practice?

CLIENT OUTCOMES

Apker, J., Propp, K.M., Ford, W.S.Z., & Hofmeister, N. (2006). Collaboration, credibility, compassion, and coordination: professional nurse communication skill sets in health care team interactions. *Journal of Professional Nursing*, 22(3):180-9.

<https://www.sciencedirect.com/science/article/pii/S8755722306000561>

RELATIONSHIPS

Fosbinder D. (1994) Patient perceptions of nursing care: An emerging theory of interpersonal competence. *Journal of Advanced Nursing*, 20, 1085–109.

<https://onlinelibrary.wiley.com/doi/pdf/10.1046/j.1365-2648.1994.20061085.x>

TEAMWORK

Cziraki, K., Lucas, J., Rogers, T., Page, L., Zimmerman, R., Hauer, L.A., Daniels, C. & Gregoroff, S. (2008). Communication and relationship skills for rapid response teams at Hamilton Health Sciences. *Healthcare Quarterly*, 11(Sp),66-71.

<https://www.ncbi.nlm.nih.gov/pubmed/18382164>

Sheehan, D., Roberston, L., & Ormond, T. (2007). Comparison of language used and patterns of communication in interprofessional and multidisciplinary teams. *Journal of Interprofessional Care*, 21(1), 17 – 30.

NATURE OF COMMUNICATION

COMMUNICATION MODELS

Web sites with information and examples of linear, interactional and transactional models:

<http://pirate.shu.edu/~yatesdan/oral.html>

This web site offers an animated tutorial of linear, interactional and transactional models of communication. Please click on

<http://www.shkaminski.com/Classes/Handouts/Communication%20Models.htm>

Adler, R.B., Towne, N., & Rolls, J. (2004). *Looking out: Looking in.* (2nd Canadian ed.). Scarborough, ON: Thomson and Nelson. (3rd Cdn ed. was published in 2006)

COMMUNICATION COMPETENCE

Adler, R.B., Towne, N., & Rolls, J. (2004). Looking out: Looking in. (2nd Canadian ed.). Scarborough, ON: Thomson and Nelson. (3rd Cdn ed. was published in 2006)

EFFECTIVE COMMUNICATION: KEY ELEMENTS

Adler, R.B., Towne, N., & Rolls, J. (2004). Looking out: Looking in. (2nd Canadian ed.). Scarborough, ON: Thomson and Nelson. (3rd Cdn ed. was published in 2006)

Northouse, L.L., & Northouse, P.G. (1998). Health communication: strategies for health professionals (3rd ed.). Stanford, CT: Appleton and Lange.

Arnold, E. & Boggs, K.U. (2007). Interpersonal relationships: professional communication skills for nurses (5th ed.). St. Louis, MO: Elsevier Saunders.

SELF

Benner, P., Tanner, C.A., & Chesla, C.A. (1996). Expertise in Nursing Practice: Caring, clinical judgment and ethics. New York: Springer.

Epstein, R.M. (2006). Making communication research matter: What do patients notice, what do patients want, and what do patients need? *Patient Education and Counseling*, 60(3), 272-278.

[https://www.pec-journal.com/article/S0738-3991\(05\)00326-5/abstract](https://www.pec-journal.com/article/S0738-3991(05)00326-5/abstract)

Finch, L. P. (2005). Nurses' communication with patients: Examining relational communication dimensions and relationship satisfaction. *International Journal for Human Caring*, 9(4), 14-24.

Hartrick, G. (1997). Relational capacity: The foundation for interpersonal nursing practice. *Journal of Advanced Nursing*, 26(3), 523– 528.

<https://onlinelibrary.wiley.com/doi/abs/10.1046/j.1365-2648.1997.t01-12-00999.x#references-section>

Porr, C.(2005). Shifting from preconceptions to pure wonderment. *Nursing Philosophy*, 6(3), 189-195.

Access full-text via:

<https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1466-769X.2005.00225.x>

COMMUNICATION STYLES

These sites provide tools and questionnaires for self-assessment of communication style

<http://www.mdctraining.ca/wlassess/index.asp>

This site provides some general information about communication styles.

http://www.cedanet.com/meta/communication_styles.htm

PERCEPTION

Epstein R.M. (2006). Making communication research matter: What do patients notice, what do patients want, and what do patients need? *Patient Education & Counseling*, 60(3), 272-8.

[https://www.pec-journal.com/article/S0738-3991\(05\)00326-5/abstract](https://www.pec-journal.com/article/S0738-3991(05)00326-5/abstract)

Rosenberg, M.B. (2002). *Non violent communication: A language of compassion*. Encinitas, California: Puddle Dancer Press.

LANGUAGE

Allen, S., Chapman, Y., O'Connor, M., & Francis, K. (2007). The importance of language for nursing: Does it convey commonality of meaning and is it important to do so? *Australian Journal of Advanced Nursing*, 24(4), 47-51.

<http://www.ajan.com.au/Vol24/Vol24.4-9.pdf>

NONVERBAL COMMUNICATION

These web sites have information about nonverbal communication and also links to other relevant websites.

http://www.helpguide.org/mental/eq6_nonverbal_communication.htm

<http://center-for-nonverbal-studies.org/1501.html>

<https://www.helpguide.org/articles/relationships-communication/nonverbal-communication.htm>

LISTENING

Ueland, B. (1992). *The art of listening*. Available from:

<http://traubman.iqc.org/listenof.htm>

CONSIDERING CONTEXT IN EFFECTIVE COMMUNICATION

Magnusdottir H, (2005). Overcoming strangeness and communication barriers: A phenomenological study of becoming a foreign nurse. *International Nursing Review*, 52(4), 263-9.

Access full-text via:

<https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1466-7657.2005.00421.x>

Chase, S.K. (1995). The social context of critical care clinical judgment. *Heart and Lung*, 24, 154-162.

<https://www.sciencedirect.com/science/article/pii/S014795630580010X>

COMMUNICATING IN PRACTICE: HANDOVER REPORT

Benson, E., Rippin-Sisler, C., Kimberfybusch, M., Keast, S. (2007). Improving nursing shift-to- shift report. *Journal of Nursing Care Quality*, 22(1), 80-84.

This article reports a patient safety initiative from Winnipeg Regional Health Authority. Access full-text via:

https://journals.lww.com/incjournal/Abstract/2007/01000/Improving_Nursing_Shift_to_Shift_Report.15.aspx

Alvarado, K., Lee, R., Christoffersen, E., Fram, N., Boblin, S., Poole, N., Lucas, J., Forsyth, S. (2006). Transfer of accountability: Transforming shift handover to enhance patient safety. *Healthcare Quarterly*, 9(Sp), 75-9.

Access full-text via:

<http://www.longwoods.com/content/18464>

The PDF: "Sample patient hand-off tools" includes several examples of documentation tools for Handover Report."

<http://www.aorn.org/PracticeResources/ToolKits/PatientHandOffToolKit/>

Sandlin, D. (2007). Improving patient safety by implementing a standardized and consistent approach to hand-off communication. *Journal of PeriAnesthesia Nursing*, 22(4), 289-92.

This article includes review of SBAR, I Pass the Baton, 5P's, SHARQ.

<https://www.sciencedirect.com/science/article/pii/S1089947207001694?via%3Dihub>

COMMUNICATING IN PRACTICE: INTERPROFESSIONAL COMMUNICATION

Apker, J., Propp, K.M., Zabava Ford, W.S., & Hofmeister, N. (2006). Collaboration, credibility, compassion, and coordination: Professional nurse communication skill sets in health care team interactions. *Journal of Professional Nursing*, 22 (3), 180-189.

<https://www.sciencedirect.com/science/article/pii/S8755722306000561?via%3Dihub>

Sheehan, D., Robertson, L. & Ormond, T. (2007). Comparison of language used and patterns of communication in interprofessional and multidisciplinary teams. *Journal of Interprofessional Care*, 21(1), 17-30.

<https://www.tandfonline.com/doi/full/10.1080/13561820601025336>

SBAR AND OTHER TOOLS

Sandlin, D. (2007). Improving patient safety by implementing a standardized and consistent approach to hand-off communication. *Journal of PeriAnesthesia Nursing*, 22 (4), 289-92. This article includes review of SBAR, I Pass the Baton, 5P's, SHARQ.

<https://www.sciencedirect.com/science/article/pii/S1089947207001694?via%3Dihub>

Trentham, B., Andreoli, A., Boaro, N., Velji, K. & Fancott, C. (2007). SBAR: A Shared Structure for Team Communication. Toronto Rehabilitation Institute: Toronto.

This toolkit for implementation of SBAR includes information about SBAR and examples of forms. It can be downloaded for free from

<http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/SBARTechniqueforCommunicationASituationalBriefingModel.html>

The PDF: "Sample patient hand-off tools" includes several examples of documentation tools including SBAR.

<http://www.aorn.org/PracticeResources/ToolKits/PatientHandOffToolkit/>

COMMUNICATION RELATED TO PATIENT SAFETY

<http://www.ihl.org/IHI/Topics/PatientSafety/SafetyGeneral/Resources/>

See section 'Communication' for general tools related to communication and patient safety

COMMUNICATING IN PRACTICE: DOCUMENTATION

Taylor, H. (2003). Professional issues: An exploration of the factors that affect nurses' record keeping. *British Journal of Nursing*, 12(12), 7510754.

https://www.magonlinelibrary.com/doi/abs/10.12968/bjon.2003.12.12.11338?url_ver=Z39.88-2003&rft_id=ori%3Arid%3Acrossref.org&rft_dat=cr_pub%3Dpubmed

LANGUAGE

For 'do not use' abbreviations, symbols and drug doses

<http://www.patientsafetyinstitute.ca/English/Pages/default.aspx>

<http://www.ismp-canada.org/dangerousabbreviations.htm>

PROFESSIONAL DIRECTIVES

BCCNM Professional Standards for Practice

RN: <https://www.bccnm.ca/RN/ProfessionalStandards/Pages/Default.aspx>

NP : <https://www.bccnm.ca/NP/ProfessionalStandards/Pages/Default.aspx>

BCCNM Practice Standard for Documentation

RN : <https://www.bccnm.ca/RN/PracticeStandards/Pages/documentation.aspx>

NP : <https://www.bccnm.ca/NP/PracticeStandards/Pages/documentation.aspx>

ELECTRONIC DOCUMENTATION

BCCNM Practice Standard for Privacy and Confidentiality

RN: <https://www.bccnm.ca/RN/PracticeStandards/pages/privacyconfidentiality.aspx>

NP: <https://www.bccnm.ca/NP/PracticeStandards/pages/privacyconfidentiality.aspx>

Kossman, S.P. & Scheidenhelm, S.L. (2008). Nurses' perceptions of the impact of electronic health records on work and patient outcomes. *Nursing*, 26(2), 69-77.

https://journals.lww.com/cinjournal/Abstract/2008/03000/Nurses_Perceptions_of_the_Impact_of_Electronic.5.aspx

COMMUNICATING IN PRACTICE: GIVING AND RECEIVING FEEDBACK

BCCNM QUALITY ASSURANCE RESOURCES. AVAILABLE AT:

RN: <https://www.bccnm.ca/RN/OA/Pages/Default.aspx>

NP: <https://www.bccnm.ca/NP/OA/Pages/Default.aspx>

COMMUNICATING IN PRACTICE: CHALLENGING SITUATIONS AND CONVERSATIONS

Benjamin, S. (2007). *Perfect phrases for dealing with difficult people*. New York: McGraw- Hill.

This e-book is accessible via MyLibrary – one of the many resources included in the Library section of NurseOne:

www.nurseone.ca

Vivar, C.G. (2006). Putting conflict management into practice: A nursing case study. *Journal of Nursing Management*, 14(3), 201-206.

<https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1365-2934.2006.00554.x>

Wilson, B., & Warrington, G. (2004, June). Waiting for care in the emergency department. *Nursing BC*, 36(3), 20-23.

This questionnaire explores your communication style under stress.

<https://www.vitalsmarts.com/styleunderstress/>

This web site has links to education and resources related to Crucial Conversations and Crucial Confrontations. See pages on Training Centre and also Focus areas: Health Care

<http://www.vitalsmarts.com/>

This web site reports on a study examining issues in health care teams and their consequences. A downloadable PDF: Silence kills – Seven crucial conversations for health care provides suggestions about how to proceed in the commonly encountered issues such as conflict, poor practice etc.

<http://www.silencekills.com/>

COMMUNICATING IN PRACTICE: SHARING DIFFICULT MESSAGES

Aubato, S. (2004). Making the communication connection. *Nursing Management*, 9, 33-35. Access full-text via:

https://journals.lww.com/nursingmanagement/Abstract/2004/09000/Making_the_communication_connection.11.aspx

Secondary Institution Libraries - Scroll to the bottom of the web page)

RN: https://www.bccnm.ca/RN/OA/annual/pd_plan/Pages/Resources.aspx

NP: https://www.bccnm.ca/NP/OA/annual/pd_plan/Pages/Resources.aspx

Boyle, D., Miller, P.A., & Forbes-Thompson, S.A. (2005). Communication and end-of-life care in the intensive care unit: Patient, family, and clinician outcomes. *Critical Care Nursing Quarterly*, 28(4), 302-316.

<https://journals.lww.com/ccnq/pages/articleviewer.aspx?year=2005&issue=10000&article=00002&type=abstract>

Brixey, L. (2003). The difficult task of delivering bad news. *AAACN Viewpoint*, 1, 3-5. Access full-text via:

Collins, S. (2005). Explanations in consultations: The combined effectiveness of doctors' and nurses' communication with patients. *Medical Education*, 39(8), 785-796.

Access full-text via:

<https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1365-2929.2005.02222.x>

Dewar, A. (2000). Nurses' experiences in giving bad news to patients with spinal cord injuries. *Journal of Neuroscience Nursing*, 32(6), 324-330.

Hall, A. (2005). Breaking bad news. *Journal of Community Nursing*, 19(9), 301-31.

Farrell M., Ryan S., & Langrick, B. (2001). Breaking bad news within a paediatric setting: An evaluation report of a collaborative education workshop to support health professionals. *Journal of Advanced Nursing*, 36(6), 765-75.

<https://onlinelibrary.wiley.com/doi/abs/10.1046/j.1365-2648.2001.02042.x>